

Whitney Williams Jr

Austin, TX 78741

whitneywilliamsjr9_b25@indeedemail.com

+1 325 642 0768

Motivated Hard-Working Air Force Veteran With 10+ years Logistics experience in and out of service! Self-Motivated Logistics Specialist. Tech savvy! Multitasker with a Great, Positive Work Attitude. Cross-Trainable. Team-player.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Warehouse Associate

Ferguson Enterprises, Inc. - Round Rock, TX

December 2021 to Present

- Welcome delivery trucks
- Receive and track shipments
- Embark merchandise in delivery trucks using appropriate tools
- Accommodate and carefully handle fragile merchandise
- Track and document exact shipment arrival and departure times
- Tag and label merchandise
- Label and stockpile merchandise according to size, shape, and type.
- Box, wrap and pack merchandise in accordance with relevant procedures and standards
- Prepare all orders for shipment
- Record and manage all impaired or damaged merchandise items
- Operate adequate merchandise management tools (for example, forklift, Order Picker/Cherry Picker, Clamp Truck.)
- Enter data in inventory and logistics software programs

Project Management/Distribution Technician

Caligor Coghlan Pharma Services - Bastrop, TX

July 2020 to October 2021

- Create Transfer Orders using order requests from clients
- Update kit trackers with distribution information
- Obtain and update temperature logger information in Q&A and place in the relevant Project folder
- Assist with running reports for Project Managers out of Q&A
- Filing, recovering & scanning production paperwork
- Filing Receiving and Return Drug paperwork
- Archiving production documents
- Updating kit trackers for Return Drug
- Creating pick lists for destruction of Returned Drug
- Ordering office & cleaning supplies
- Telephony: receiving & redirecting external calls as appropriate
- Other activities as assigned

- Quality Assurance
- Shipping & Receiving
- Packaging & Labeling
- Manufacturing
- Clinical Trial SOPs

Customer Service Representative

ETS Austin - Austin, TX

March 2020 to April 2020

Call Center for Texas School Districts for STARR Testing

Achieved 94.5% on Certification Test achieved in 2 week training!

Shut Down Due to COVID-19

Machine Operator

Diamond P Enterprises

October 2017 to January 2019

Order Filler

Operate Wire Cutter Spindle Machine to produce 750 ft increment lengths of copper wire.

Reached daily quota of 400 boxes a night. Exceeded Production Rate of 336.

Forklift Operator

Annotate data into computer log for tracking of product.

Materiel Manager Craftsman

U.S. Air Force

September 2010 to April 2014

Customer Service Specialist

Order Filler

Logistics Call Center

Warehouse- Shipping & Receiving, Inventory, RF Scanning

Collaborated with peers, team leads to resolve supervised troops with customer issues and complaints.

Followed up with customers to ensure accurate resolution for their present issues

Systemized personnel personal information to ensure security and organization for over 30+ personnel

Organized and established reports and correspondence to senior leaders regarding supply maintenance and accountability.

Education

Associate's degree in Computer Networking and Systems Administration

Texas State Technical College

August 2016 to November 2018

HS Diploma

Mundelein High School

January 2007 to 2009

IT Support Fundamentals in Computer Science

Google Career Certificates - Coursera

Skills

- MS Office
 - MS Excel
 - MS Access
 - MS Word
 - MS Outlook
 - MS Powerpoint
- 40 WPM Typing
- Switchboard
- 10-Key
- Call Center
- Customer Care
- Customer Service
- Customer Support
- CSR
- Microsoft Windows
- RF Scanner
- Operating Systems
- System Administration
- Linux
- Technical Support
- Network Support
- Project Coordination
- Telephony
- Active Directory
- LAN
- Help Desk
- Cash handling
- Banking
- Microsoft Excel
- Manufacturing
- Data entry
- Computer literacy
- Inventory control
- Materials handling
- SharePoint
- Pivot tables
- Clinical Trials
- Sage
- Data analysis skills
- Accounting
- Clerical experience
- Pallet jack

- Typing
- Microsoft Office
- Microsoft Outlook
- Order entry
- Supply chain
- Hotel experience
- Front desk
- Research
- Documentation review
- ERP systems
- Analysis skills
- Oil & gas
- VoIP
- Order Picker
- TCP/IP
- Data collection
- Load & unload
- Computer skills

Military Service

Branch: United States Air Force

Rank: E4

Certifications and Licenses

Pallet Jack Certification

Assessments

Warehouse Associate — Highly Proficient

November 2019

Assesses the tendencies that are important for success in warehouse roles.

Full results: [Highly Proficient](#)

Verbal communication — Proficient

August 2021

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Customer service — Highly Proficient

October 2021

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

Warehouse safety — Expert

August 2022

Using safe practices in a warehouse setting

Full results: [Expert](#)

Data entry: Attention to detail — Proficient

October 2021

Maintaining data integrity by detecting errors

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.